Quick Start Guide

Vonage® VWR Device

Vonage™

Before you begin

1. If you purchased your Vonage® Device from a retail store, you must first activate your Vonage phone service. (You will need to provide the MAC ID on the bottom of the Vonage Device.)

   In the U.S., visit www.vonage.com/activate.
   In Canada, visit www.vonage.ca/activate.

2. If you received your Vonage Device in the mail from Vonage, your Vonage phone service has already been activated.

3. You also need a high-speed Internet connection, such as DSL or cable, to use Vonage.

Helpful terms:

ISP (Internet Service Provider) – The company that supplies your high-speed Internet connection.

Modem – A piece of network equipment that your Internet Service Provider (ISP) sent you to gain high-speed Internet access – typically either DSL through your phone line, or cable service.

Router – A router lets you connect more than one piece of equipment (like computers) to your DSL or cable modem to share one Internet connection. Some ISPs supply combination modem/routers. (HINT: If you have more than one computer connected to the Internet, then you have a router.)

Port – This is an opening on a device where you connect a cable. An Ethernet port looks like a wide phone jack.

Welcome

to the Quick Start Guide for Vonage.

Get ready to start saving money on your phone bill with Vonage – just follow these easy step-by-step instructions to set up your new Vonage device. Within minutes, you'll be making phone calls with high-quality, low-cost Vonage phone service!

If you have questions along the way, please go to the Troubleshooting Tips on page 9 or visit:

www.vonage.com/help (U.S.)
www.vonage.ca/help (Canada)

3 Easy Steps!

Step 1: Identify the items you'll need

Step 2: Set up your new Vonage Device

Step 3: Connect your phone

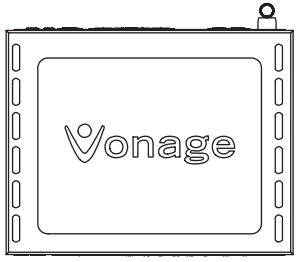
For your convenience, the complete User Guide for this Vonage Device can be found online at www.vonage.com/vwr or in Canada www.vonage.ca/vwr

Step 1:

Identify the items you'll need from your Vonage® Startup Kit.

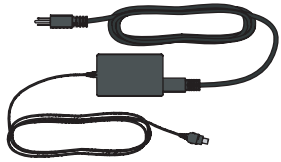
Locate your:

- High-speed/broadband modem
- Telephone
- Ethernet cable that goes from your modem to your computer or router



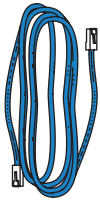
Vonage VWR Device

Antenna

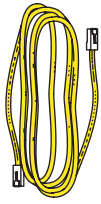


Black Power Cord

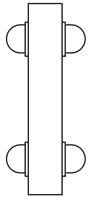
Telephone Cable



Blue Cable



Yellow Cable



Base Support*

NOTE: Ensure you are using the power supply provided with the Vonage Device. Using the wrong power supply could result in damage to your equipment.

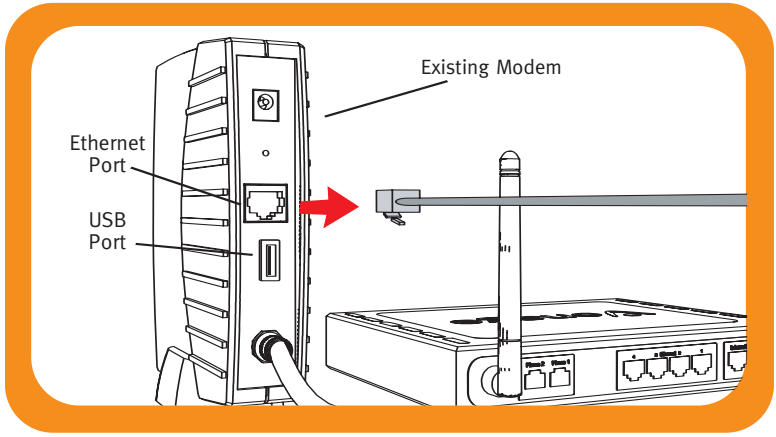
*Not required for installation.

Step 2:

Set up your Vonage® Device

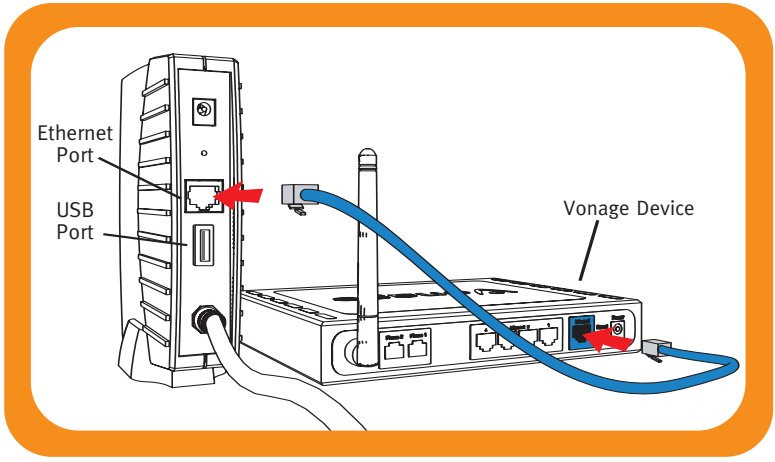
1. Unplug your existing modem's power cord. Leave your modem connected to your cable or DSL phone line that supplies your Internet connection.
2. Attach the antenna to your Vonage Device.
3. Unplug the Ethernet cable that connects your modem to your computer **or** router. Unplug the cable from both your modem **and** your computer (or router).

Note: In some instances the modem may be connected to the computer via a USB cord and USB ports. If so, disconnect the cord at both ends (modem and computer).

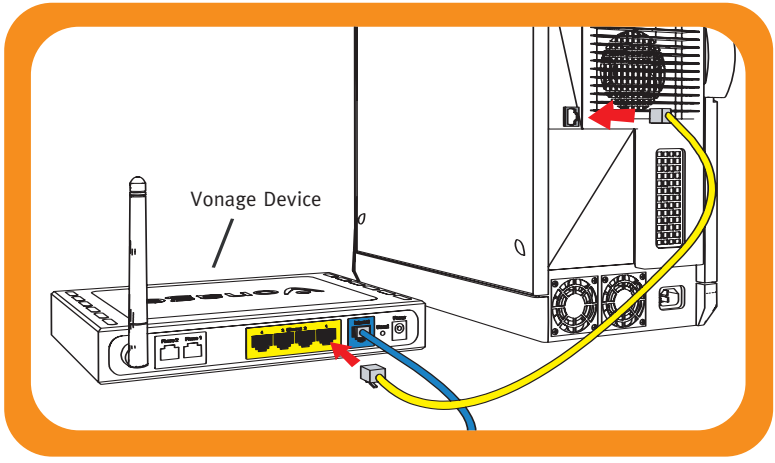


4. Wait 60 seconds for your modem to clear its memory completely.

5. Connect one end of the **blue cable** to the Ethernet port on your modem. Connect the other end to the **blue port** labeled “Internet” on the back of the Vonage Device.



6. Connect one end of the **yellow cable** to the **yellow port** labeled “Ethernet 1” on the back of the Vonage Device. Connect the other end to the Ethernet port on your computer **or** router that you unplugged earlier.

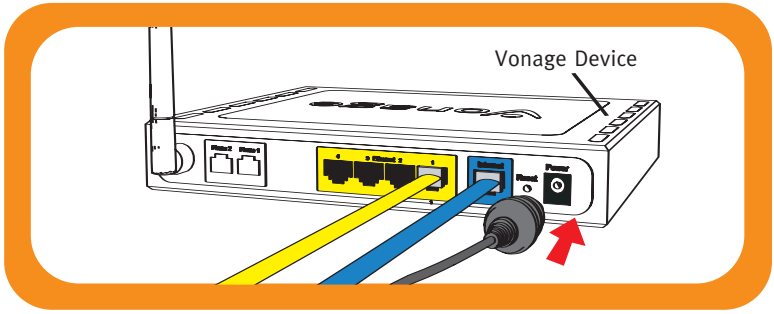


NOTE: If you unplugged a USB cord, do not attempt to plug the Ethernet cord into the USB port. If your computer does not have an Ethernet port, you can purchase a USB-to-Ethernet adapter or Ethernet card at your local electronics store.

7. Now plug your modem's power cord back into an electrical power outlet.

NOTE: You should allow enough time for your modem to complete its start-up process. If you're unsure about how long this takes, consult the manual that came with your modem. Typical modem start-up takes 60 seconds.

8. Next, using the power cord that came with your Vonage kit, plug the smaller end of the power cord into the circular power port on the back of the Vonage Device. Then, plug the larger end of the power cord into an electrical power outlet.



NOTE: Before continuing, the "Power" and "Internet" lights on the front of the Vonage Device should both turn on. Wait until the "Power" light stops blinking and both "Power" and "Phone 1" lights are solid. The "Phone 2" light will be solid if you have a second Vonage line. Otherwise, it will not light. The "Internet" light will flicker whenever there is communication activity.

9. On your computer, open a web browser and check your Internet connection by visiting any website.

NOTE: After turning on your computer, the Ethernet light on the Vonage Device will also flicker whenever there is communication activity.

- If your Internet connection works,
  go to Step 3: Connecting your phone, on page 7.

If your Internet connection doesn't work and you have a Cable modem:

1. Unplug the modem for at least 60 seconds. If left off for less than 60 seconds, it might still "remember" old information that could prevent it from working properly.
2. If your Internet connection still does not work, you may need to register your Vonage Device with your cable provider. You will need the WAN MAC ID on the bottom of the Vonage Device.

If your Internet connection doesn't work and you have a DSL modem:

1. Make sure you are using a computer that's connected to a yellow port on your Vonage Device. On your computer, open a web browser. In the address field, type http://192.168.15.1 (the default IP address of the VWR Home Page) and press **Enter**. A login window appears.
2. In both the **Username** and **Password** fields, type **user** and click **Login**. The Home Page is displayed.
3. In the **Home** tab, make sure **WAN** is selected on the left-hand side.
4. Under **Internet Settings**, select **PPPoE IP Address**.
5. In the **Username** and **Password** fields, type the username and password you normally use to login to your DSL service.
6. In the **Keep Alive** field, type **0** to ensure that your DSL link is always active.
7. Click **Connect** to start your Internet connection. Click **Apply**. Click **Save and Restart** button on the left and click **Reboot**.

Note: If you had an existing router connected to your DSL modem, but it is now connected to your Vonage device, the router will have to be set up as a DHCP client instead of PPPoE.

Step 3:

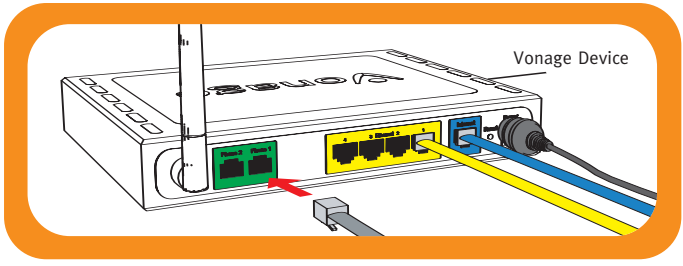
Connecting your phone

1. Plug the Vonage telephone cord into your phone or unplug your existing phone cord from the wall and plug it into the phone port directly on the Vonage Device.

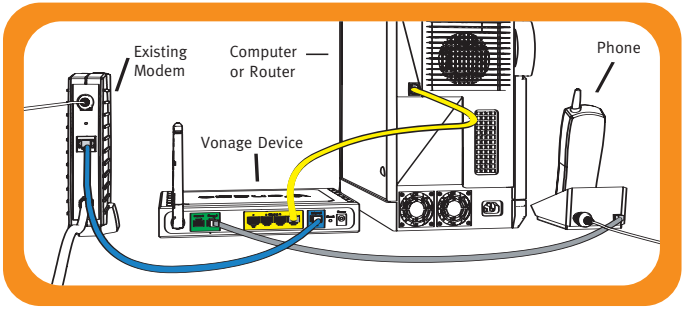
NOTE: If not done so already, disconnect phone cord from wall.

2. Plug the other end into the **Green Phone 1 Port** on the back of the Vonage Device.

NOTE: Make sure the phone light is solid.



This is what your setup should look like:



3. Pick up your handset. **If you hear a dial tone, congratulations!** You've set up your Vonage service correctly, and can now start making calls. To configure your voicemail and other included services features, simply login to your web account at www.vonage.com. In Canada visit www.vonage.ca.

NOTE: When you pick up your phone to check for a dial tone, the phone light will blink.

If you do not hear a dial tone,
proceed to Troubleshooting Tips on page 10.

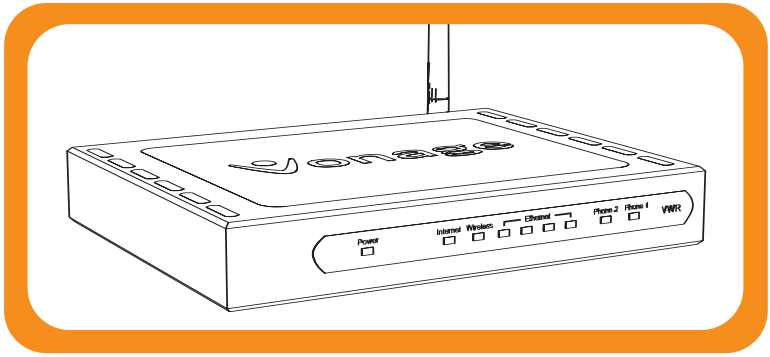
Wireless Networking

Your Vonage® Device is also a wireless router.

The default name of your wireless network is 'DlinkVWR.' To change the default settings and enable security encryption (highly recommended) see the VWR User Guide located online at www.vonage.com/vwr or in Canada www.vonage.ca/vwr.

Note: The Vonage Device is a wireless B/G Router, with wireless turned on by default. This means that if you have a computer that's wireless B or G, you can take advantage of your new Wi-Fi network immediately and connect your computer wire-free. When your Wi-Fi computer is in range, it will connect automatically to your new 'DlinkVWR' Wi-Fi network. Because your Vonage device is wireless, it is not required that you have a computer physically connected to your Vonage Device for it to work.

How to read the lights on your Vonage® Device:



Power – When the power light stops blinking and is a solid green, this indicates that your Vonage Device has started up properly. Note that both the power light and the phone light must be solid in order to make a phone call.

Internet – A solid light indicates connectivity to your router or network. Whenever there is activity, this light will blink.

Ethernet – A solid light indicates connectivity to your computer(s). Whenever there is activity, this light will blink.

Phone 1 – A solid light indicates that phone line 1 is ready for Vonage Internet telephone or FAX calls.

Phone 2 – A solid light indicates that optional phone line 2 is ready for Vonage Internet telephone or FAX calls.

Wireless – A solid light indicates that a wireless high-speed Internet signal is available.

HINT: When the Vonage Device is downloading/upgrading firmware from Vonage, the lights will blink rapidly in unison.

Troubleshooting Tips

If your Internet connection doesn't work:

You can solve many installation issues by resetting all of your equipment:

1. First, power down in this order:
   a. Computer
   b. Router, if you have one
   c. Vonage Device
   d. Modem

NOTE: Leave the modem unplugged for at least 60 seconds.
(The 60 seconds is to ensure the modem doesn't "remember" old information).
Confirm that all cables are snapped firmly into place.

2. Turn the devices on one at a time in this order:
   a. Modem – Wait for the lights to come back on before continuing. This may take several minutes. Most modems have a light that should be lit solid when start-up is complete. If necessary, refer to the information that came with your modem.
   b. Vonage Device – Wait for the power and phone(s) lights to be a solid green. (The Internet light will blink whenever there is activity.)
   c. Router, if you have one – Wait for the lights to come back on (consult router manual for sequence) before continuing. Wait at least 30 seconds after the lights have stopped blinking.
   d. Computer

At this point, you should have both a dial tone and Internet connectivity.

3. Try opening your web browser to view a web page. If you cannot view a web page, check to see whether your cable or DSL provider is having connection problems in your area.

If your Internet connection works, but you don't hear a dial tone or a voice recording:

1. Be sure your phone is plugged in to the **Green Phone Port 1** on the rear panel of the Vonage Device, and that it is disconnected from the wall jack that a traditional phone uses.
2. Reset all of your equipment as described on page 10. After you reset all your equipment, pick up your telephone handset to listen again for a dial tone.

If you hear a voice recording instructing you to connect your phone to the Green Phone 1 Port:

1. Hang up your phone.
2. Confirm that the phone cord is firmly plugged into the **Green Phone Port 1**, and listen again for a dial tone.

If you're still having trouble, please call 1-VONAGE HELP (1-866-243-4357).

In Canada, call 1-877-272-0528.

Your Vonage® Web Account

To go to your web account:

Visit the Vonage website and enter your username and password into the customer login area. Your Vonage Dashboard gives you everything you need at your fingertips.

- **Account –** Visit the Account section to make changes to your personal and credit card information.
- **Features –** You can make changes to a wide range of services in the Features section.
- **Voicemail –** Check and manage your Voicemail account.
- **Billing –** Get real-time information on your monthly billing statement.

911 Dialing:

Activate 911 Dialing to be sure that emergency personnel can respond quickly to your call for help!

You can easily update your street address at any time through your Vonage Web Account.

Enjoy your Vonage Digital Phone Service!

If you have any questions please visit:
www.vonage.com/help (U.S.) or www.vonage.ca/help (Canada)

If you're still having trouble, please call:

1-Vonage Help

(866-243-4357) U.S.
or 1-877-272-0528 Canada

Vonage 911 service operates differently than traditional 911. See www.vonage.com/911 for details.

High-speed Internet or broadband required. Alarms and other systems may not be compatible. © 2008 Vonage.

Enjoy!

Vonage™

SYSTEM REQUIREMENTS

- High-speed broadband Internet connection, such as Cable or DSL
- A valid Vonage account
- If you purchased your Vonage Device at a retail location, make sure to first activate your device at www.vonage.com/activate. In Canada, visit www.vonage.ca/activate. Please wait 30 minutes before checking for a dial tone.

WK080303